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From: Stevenson, Allan (DPH)
Sent: Wednesday, January 04, 2006 9:14 AM
To: Nystrom, Keith (DPH); 'Philip Collins'; Stevenson, Allan (DPH)
Cc: Hanchett, James (DPH); Salem, Sharon (DPH)
Subject: RE: EHS / DPH IT Issue

Philip and Keith,

We just tried all three computers and do not have access on any of them. The message is the same "Access Denied".

Allan

-----Original Message-----

From: Nystrom, Keith (DPH) [<mailto:Keith.Nystrom@state.ma.us>]
Sent: Tuesday, January 03, 2006 11:15 AM
To: 'Philip Collins'; Stevenson, Allan (DPH)
Subject: RE: EHS / DPH IT Issue

Allan,

Do you have access today?

Philip,

146.243.71. and 146.243.3. is all we should need. If you want to be more secure, you can set it to the 146.243.71.(92, 78, and 83) and 146.243.4.157. But, let's wait until we hear from Allan before we change anything.

Thanks,
Keith

-----Original Message-----

From: Philip Collins [<mailto:Philip.Collins@unh.edu>]
Sent: Tuesday, January 03, 2006 9:58 AM
To: Nystrom, Keith (DPH)
Cc: Stevenson, Allan (DPH)
Subject: Re: EHS / DPH IT Issue

Hi Keith,

Happy New Year.

We already allow both 146.243.71. & 146.243.4. subnets. The problem was that one or more computers were reporting their address on our end as 170.63.96.108. When doing a whois on this address it shows it belongs to the Massachusetts Department of Revenue. I asked if this IP address should be allowed, and the response was no they didn't think so. I believe there are

two possibilities here. Either the computer is routing the request through a VPN connection to the Dept. Of Revenue, or a router somewhere down the line is translating it. It could be that everything works now and it was a temporary glitch in the system. We should have the folks over at the drug lab try again.

I take care when allowing new IP addresses into the system. In the past we've had requests for IP addresses pointing to spyware company domains where requests were being proxied through the spyware company net.

Thanks for your response.

Philip Collins

> Allan and Philip,

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> I thought it might be easier if we sent out the information via email.

> For reference, I have attached is the original message. Allan and I

> worked to refine the data. The new IP data is as follows:

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>

> Computer name

>

> Ping IP address

>

> Whatsmyipaddress.com

>

>

> DPH-WS-Q639

>

> 146.243.71.92

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> 146.243.4.157

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>

> DPH-WS-Q645

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> 146.243.71.78

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> 146.243.4.15

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>

> DPH-WS-Q644

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> 146.243.71.83

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> 146.243.4.157

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> All IP addresses in DPH should be NAT'ed to 146.243.4.157. I am not

> sure why one of them shows up as 146.243.4.15.

>

> Philip,
>
> Is it possible to allow 146.243.4.157 access? This would be an easy
> fix on our end. If not, I will contact the agency (ITD) responsible
> for the state's WAN and get them to allow the real IP addresses
> through. They were being let through before and another group here
> has experienced the same problem. I'm not sure what wiped them out,
> but ITD was quick to put them back. However, moving to the NAT'ed
> address (146.243.4.157) should prevent this problem from re-occurring.
>
> Thanks,
> Keith
>

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